

Coordinated Entry Committee Agenda

SEPTEMBER 15, 2026 | 2:00 PM
In Person – KCCA



1. Call to Order/Instructions*
2. Approval of the agenda*
3. Approval of July 28 meeting minutes*
4. CoC Updates – *Workgroups, CE Evaluation, October meeting date*
5. Carlton Lofts Project Based Vouchers Prioritization Pool* - *Community Rebuilders is requesting the committee approve the following prioritization pool for their Project Based Voucher (PBV) units at Carlton Lofts:*
 - a. *Proposed prioritization pool:*
 - i. *Households currently residing in Carlton Lofts Bridge Housing*
 - ii. *Unsheltered households in places not meant for human habitation within the City of Grand Rapids*
 - iii. *Eligible households residing in Emergency Shelter or Transitional Housing*
6. Program Recommendation Form Revision
7. Referral Data Report
8. 90 Day Committee Goal – *Initial discussion*
9. Community Housing Connect Updates
 - a. Software Functionality – *Community Rebuilders*
 - b. Anticipated Next Steps – CoC
10. Coordinated Entry Concerns – *standing agenda item for community partners to bring concerns to the table*
11. Action Items & Next Steps
12. Adjournment

*Denotes any agenda item that requires action

Coordinated Entry Committee Minutes

July 28, 2026 | 2:00-3:30 PM
In Person – Kent County Community Action



FACILITATOR: Tammy Vincent

MEETING ATTENDEES: Dani Shields, Angela Gillisse, Tammy Vincent, Marissa Lee, Rachael Klein, Hannah Salas, Moriya DeJesus, Shakerah McRae, Emily Stroka, Frieda Campos, Sam Westhouse, Jordan Brinker, Maria Williams, Brianne Robach, Lana VanBuren

TIME CONVENED: 2:04 pm

TIME ADJOURNED: 3:19 pm

APPROVAL OF AGENDA – July 28, 2026

MOTION BY: Sam Westhouse

SUPPORT FROM: Hannah Salas

DISCUSSION: Brianne noted that, on the THP agenda item, the language had been changed from the language noted on the agenda.

CONCLUSION: Ayes, no opposed – motion passed.

APPROVAL OF MINUTES –June 16, 2026

MOTION BY: Hannah Salas

SUPPORT FROM: Sam Westhouse

CONCLUSION: Ayes, no opposed – motion passed.

COALITION REBRAND REVEAL

DISCUSSION: Brianne provided an overview of the CoC rebrand, which is being discussed at each of the CoC committee meetings to ensure everyone is aware. The CoC name is now Kent Homelessness Coalition but can still be referred to as "the CoC" or simply "the Coalition". Brianne stated that it is appropriate to start using the new name in reporting and documents immediately. The new logo and name are meant to bring alignment with the work being done in our community: working together as one with the goal to get everyone into a home.

THE SALVATION ARMY HAP CALL REPORT

DISCUSSION: Sam provided an overview of data with the number and types of phone calls to HAP since the beginning of the year. There were 7,705 calls over a six month period, averaging 35-40 calls per staff member, per day. Call times ranged from one minute to around 35 minutes (for a full assessment call).

The majority of calls were prevention-related (facing court eviction or needing to leave a temporary situation within 14 days) or call backs (callers who completed a full assessment and are calling back within 60 days with no significant housing-related changes). About 24% of callers met criteria for Category 1 or 4 homelessness. 5.6% of calls completed resulted in a referral. Sam noted that this data is specifically meant to help facilitate discussion on possible changes to make the process more efficient (for example, making phone assessments appointment-based).

Brianne asked the committee to suggest actions that would help resolve or reduce the issue in the short or medium term. Hannah speculated that non-housing providers may be directing people toward HAP when it isn't appropriate. She suggested that it may be helpful to connect with each individual agency so that those answering their phones have a script/workflow to follow prior to referring to HAP.

Emily pointed out that many participants don't have access to a phone or internet, so KCCA helps facilitate connection. This may be something that our organizations should offer more frequently to better assist clients as well as help reduce the number of calls. Sam pointed out that a very important part of that would be empowering agencies to confidently tell participants the CHC results, particularly if the person is looking for prevention resources and there are none available. Brianne will connect with partner and local organizations to ensure everyone is on the same page.

Brianne also noted that HAP is well known in the community as a place to call for housing needs. 2-1-1 is a major driver of this and it may be helpful to ensure their workflow directs callers to the CHC website first and to make callers aware that they only need to do an assessment once every 90 days (unless there is a change in situation). Sam did state that inappropriate referrals from 2-1-1 seem to have dropped dramatically and that 2-1-1 seems to do a great job of screening.

**ACTION
ITEMS:**

Over the next couple months, Brianne will follow up with 2-1-1 to ensure the language and workflow they're using is effective. She will provide a script and information for agencies in the community doing assessments and also connect with non-housing community partners that may interact with clients asking about the process.

CE EVALUATION UPDATE

DISCUSSION:

The CE Evaluation arose out of a desire among the community to work through the CE workplan and to ensure it is rooted in people with lived experience and those directly working in the system. The evaluation is intended to find any gaps, identify areas of improvement, and ensure HUD compliance. It will help identify community values to help drive how we prioritize resources. The CE Evaluation workgroup recently reviewed RFP resources with representation from the CE Committee, Salvation Army (as our area's HARA), and United Way. They selected a consultant with extensive experience in CE evaluation and community-based facilitation. The Committee will be provided updates as they arise and will also be expected to participate in the evaluation process.

COLLECTING HOUSING PREFERENCE INFORMATION

DISCUSSION: Brianne recapped July sessions with Built for Zero (BFZ), a national organization that assists CoCs with attaining the goal of functional zero. BFZ coaches met with the CoC staff, outreach representatives, and the chronic improvement team (CIT) to identify areas where change is needed and create action steps. The CIT set a goal to reduce chronic homelessness by 30% in the next 90 days. One step toward that goal is collecting information on housing preference at the point of CE assessment to improve the referral process and reduce the number of returned referrals. Brianne opened the floor for suggestions on how to implement this, starting with chronic populations and, eventually, all participants.

Sam pointed out that housing preference was previously in the assessment and we may look back to see how that was included. Brianne suggested that participants answer “yes”, “no”, or “maybe” to various housing types and they’ll be referred to their “yeses and “maybes”. We’d want to ensure that the script or reference document was very clear about the housing types so participants understand how each works.

Brianne asked who may be interested in participating in a workgroup that delves deeper into this topic. Maranda VanZegeren, Hannah Salas (or someone else from Family Promise), Marissa Lee, Emily Stroka, and Shakerah McRae committed. Tammy also suggested outreach representatives be offered the opportunity to participate.

ACTION ITEMS: Brianne will connect with outreach providers to gauge interest in workgroup participation. Lana will send a scheduling poll.

TRANSITIONAL HOUSING PRIORITIZATION – CE POLICY LANGUAGE

DISCUSSION: A Transitional Housing Prioritization (THP) workgroup has been meeting for 4-6 months to develop language in the CE policy on how households are prioritized for TH resources. The language noted on the agenda was *not* finalized by the workgroup, but is one possible option that arose from ongoing conversations. Community Rebuilders also submitted a letter with a possible option.

To that end, Angela suggested there be very clear differences between TH and RRH, including using prioritization language that is distinct from one another. She pointed out there may need to be more robust and specific language, as there are many different types of TH (short term vs. up to two years, leasing variations, different eligibility requirements, etc.) Sam expanded upon Angela’s thoughts, stating that it may be good to keep language as broad as possible, while outlining specific guidelines for different TH types.

Tammy raised a concern that monitoring alignment with the THP guidelines and ensuring compliance may be difficult. She suggested a broader approach may keep it from getting too restrictive. Tammy also suggested that less subjective language be used (e.g. replacing “CoC values” with something such as “CoC Strategic Plan”).

ACTION ITEMS: Brianne will reconvene the THP Workgroup to further develop language for the CE Policy.

AUGUST CE COMMITTEE MEETING

DISCUSSION: Due to Brianne's absence on the date of the August CE meeting, we will need to either reschedule or cancel. There are no robust updates anticipated before September but, if any arise, they can be sent to the Committee. With that, Committee members agreed to cancel.

ACTION ITEMS: Lana will send out a calendar cancellation and email. Any updates on the THP workgroup, CHC changes, or other pertinent information will be sent out, if needed.

COORDINATED ENTRY CONCERNS

DISCUSSION: *Standing Item:* no concerns were raised.

ADJOURNMENT – *Next meeting: September 15, 2026*